

## COVID-19 Reporting FAQ

Do all residential service recipients testing positive for COVID-19 need to be reported as a Critical Incident?	Yes
Do all day/employment service recipients testing positive for COVID-19 need to be reported as Critical Incidents?	Yes- If they are currently receiving the service.
Do Case Management and/or Early Intervention service recipients testing positive need to be reported?	No- only report if they are currently receiving day or residential. See above.
Do I report each person as they are tested, or do I wait for positive test results?	DDSN has changed the reporting requirements. Please do not submit a report unless you have positive results. You do not need to submit a CI Report for persons that are tested and receive negative results.
Do I need to submit an addendum to document each residential or day/employment recipient's recovery?	Yes
Do I need to provide a full medical history with each COVID-related Critical Incident?	No. Keep it simple. Include test date, the date positive results received, and note any complications, hospitalization, or other pertinent information.
Do I still need to notify DHEC if I submit a Critical Incident?	Yes. The DDSN Reporting requirements do not take the place of any other requirements set forth by the State, including DHEC notification.
Can I still report positive staff cases through Critical Incidents?	No- Effective September 1, all providers must report staff positive cases of COVID-19 through the HRS portal.
Do Case Managers and Early Interventionists testing Positive for COVID-19 need to submit a report?	Yes- If that staff has had contact with service recipients. HRS has updated their provider list to include all DDSN Contracted providers. Please use Admin/other as the location for the report for your agency.
What do I do if the location of the COVID-19 Positive staff is not included in the drop-down on the HRS portal?	Please use the option for Admin/other.
What if my agency has more than one contract with DDSN (Example: Residential and High Management) How do I make reports for each provider ID?	HRS is aware some providers have two Provider IDs. Staff assigned to these providers should have a drop-down when signing into the system to select the correct Id.
How do I re-set my password for HRS or add additional users?	HRS is in the process of setting up a self-service system, similar to JEDI in the DDSN Apps portal. For now, please email requests to <a href="mailto:adalton@ddsn.sc.gov">adalton@ddsn.sc.gov</a> .

## **DDSN Licensing Update**

Effective October 1, Alliant will begin completing on-site Licensing Reviews. Providers will receive a 48-hour notice prior to the Licensing Review and Alliant staff will inquire about any COVID-19 residents or staff in the home. If there are positive cases, Alliant will work with the provider to reschedule the inspection. Alliant will be using PPE and practicing social distancing measures. This is consistent with DHEC procedures in other settings and CMS guidance to resume certification and licensing activities.

A copy of the Residential and Day Licensing Review instruments can be located at the following links:

[Residential Licensing Review Indicators](#)

[Day Services Licensing Review Indicators](#)

## **DDSN Participant Experience Surveys**

Effective October 1, Alliant will begin completing Participant Experience Surveys (formerly known as Residential and Day Observations). Residential surveys will be scheduled in advance with the provider agencies and will mostly take place as “porch interviews” when conditions permit. Alliant will be using PPE and practicing social distancing measures. The early focus will be for providers that have submitted Heightened Scrutiny Response packages for HCBS Compliance.

A copy of the survey instruments has been included on the DDSN Website at the following link:

[Day Services On-Site Review Tool](#)

[Residential Services On-site Review Tool](#)